



AD HOC QUERY ON 2019.84 Digital booking system at missions abroad

Requested by Marie BENGTTSSON on 4 September 2019

Compilation produced on 26 September 2019

Responses from Austria, Belgium, Croatia, Cyprus, Germany, Hungary, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Slovakia, Sweden (13 in Total)

Disclaimer:

The following responses have been provided primarily for the purpose of information exchange among EMN NCPs in the framework of the EMN. The contributing EMN NCPs have provided, to the best of their knowledge, information that is up-to-date, objective and reliable. Note, however, that the information provided does not necessarily represent the official policy of an EMN NCPs' Member State.

1. Background information

The Swedish Migration Agency is working on a pre-study regarding a new digital booking system for applicants in migration matters at the Swedish missions abroad. We are therefore interested to see what kind of booking system other MS use at their missions abroad. It would be very helpful if you have the opportunity to answer the questions below. Thank you in advance.

2. Questions

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1. What kind of digital booking system do you use in order to allocate time slots for applicants in migration matters who wants to visit your missions abroad?

2. If you use a digital booking system, is it a self-developed system or a purchased system?

3. If it is a purchased (commercially available) system, which one do you use?

We would very much appreciate your responses by **26 September 2019**.

3. Responses

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		Wider Dissemination ²	
	EMN NCP Austria	No	

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

² A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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	EMN NCP Belgium	Yes	<ol style="list-style-type: none"> 1. Most of the Belgian missions abroad are using an online appointment system (web application) called "E-appointment": https://appointment.diplomatie.be/Home/Index/Home/Index 2. This system is self-developed by the Belgian federal Service Foreign Affairs. 3. Not applicable
	EMN NCP Croatia	Yes	<ol style="list-style-type: none"> 1. At the moment Croatian diplomatic/consular posts do not use a digital booking system to allocate time slots for applicants in consular matters. 2. Slots are allocated by the diplomatic missions/consular posts in the direct communication via phone or e-mail with the applicants. 3. Croatia does not use a purchased system.
	EMN NCP Cyprus	Yes	<ol style="list-style-type: none"> 1. There is no digital bookings system in the missions of Cyprus abroad for applicants in migration matters. 2. N/A 3. N/A
	EMN NCP Germany	Yes	<ol style="list-style-type: none"> 1. German missions abroad use a digital booking system to allocate time slots for applicants in migration matters. This includes short-trip and long-stay purposes. In addition, some VAC's (Visa Application

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			<p>Centers) through external Service Providers also offer a digital booking system.</p> <p>2. German missions abroad use a self-developed system for migration and all legal, as well as consular matters.</p> <p>3. No purchased system.</p>
	EMN NCP Hungary	Yes	<p>1. Regarding visa cases, every Hungarian mission is able to use the common booking system provided by the Hungarian Ministry of Foreign Affairs and Trade.</p> <p>2. It is self-developed by the the Hungarian Ministry of Foreign Affairs and Trade.</p> <p>3. N/A</p>
	EMN NCP Latvia	Yes	<p>1. In one of our missions abroad (Consulate of Latvia in Pskov (Russia)) there is e-service available for booking a visit for the Schengen visa application. Available at: vizas.pmlp.gov.lv</p> <p>2. Our digital booking system (e-service) is a self-developed system, which is a part of our national visa information system.</p> <p>3. See reply above.</p>

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	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Lithuanian missions abroad use digital booking system to allocate time slots for applicants in migration matters as well as other consular/embassy matters. Please see link here: https://konsreg.urm.lt/en/visit/ 2. It is a self-developed system by the Consulate Department of the Ministry of Foreign Affairs. 3. N/a
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. Luxembourg does not yet have a dedicated digital booking system to allocate time slots for immigration applicants. 2. N/A 3. N/A
	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. VFS Global, see for example the appointment system for our missions in Russia: https://www.vfsvisaonline.com/Netherlands-Global-Online-Appointment_Zone2/AppScheduling/AppWelcome.aspx?P=Y83R%2fPGUiM5WxqKHxt0UdHpz6O1I03pGEGwUeAOf0wY%3d 2. Purchased and tailored to our requirements 3. VFS Global

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	<p>EMN NCP Poland</p>	<p>Yes</p>	<p>1. Polish consulates use e-konsulat, a web-based digital booking system. Website is available in 8 foreign language version: English, French, German, Russian, Ukrainian, Turkish, Spanish and Portuguese. Link to access: https://www.e-konsulat.gov.pl/</p> <p>3. The e-konsulat is not commercially available. It was developed for exclusive use of the Ministry of Foreign Affairs on the base of public procurement.</p>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. For the process of accepting visa applications (for national of Schengen visa) our missions abroad use so called „electronic application for visa“ (EZOV - ezov.mzv.sk). There is no specific digital reservation system available for residence applications.</p> <p>2. EZOV system was separately created for the Ministry of Foreign and European Affairs SR.</p> <p>3. This system is not available commercially.</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. At the moment the Swedish missions abroad do not use a digital booking system to allocate time slots for applicants in migration matters.</p> <p>2. Sweden use a self-developed system for migration matters in Sweden at the Swedish Migration Agency. We also use the same self-developed system for applying for Swedish passports at the missions abroad. For other migration matters at the missions abroad we do not use any digital system at the moment.</p> <p>3. Sweden does not use a purchased system.</p>

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